

TCE Vendor Questions, Amendment 3

Question Number	RFP Section Reference	Paragraph No.	Page No.	Question or Comment	Response
260 <i>Amended</i>	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	2. The following not be included in the page count: Cover Letter, Table of Contents, Exceptions and Deviations, and Mandatory Requirements Compliance, Maintenance Plan, Acceptance Test Plan and the Program Management Plan.	The cover letter and the table of contents will not be part of the page limitation. <i>Amended:</i> The table of contents is included in the page limitation, while the cover letter is not included in the page limitation.
363	Attachment B-1 CLIN X016		3	CLIN X016 seeks pricing for 10 Gbps to all Category 1 sites. We note that 10 Gbps encrypters are not commercially available at this time. Moreover, the cost of building this type of service into the 100+ sites could prove cost prohibitive. Can this requirement be modified to reflect the sites forecasted to require this type of bandwidth?	The CLIN X016 is only requesting pricing for 10 Gbps circuits to Category 1 sites. It does not mean all Category 1 sites will require 10 Gbps circuits.
364	C	C.3.1.2.1, Comply with Policies and Procedures	C-15	In this section, there are references to security policy TDP 71-10. TDP 71-10 appears to be a policy that mandates the publication of a Treasury Security Manual, but a copy of this manual does not appear to be available on the web server. Will the Government please provide a copy of this publication?	TDP 71-10 will be made available Monday, June 7, 2004, on the FedTeds site, with other sensitive information.
365	C	C.3.1.2.1, Comply with Policies and Procedures	C-15	In this section, there are references to security policy TDP 85-01. TDP 85-01 mandates the publication of a Treasury IT Security Program publication, but a copy of this document does not appear to be available on the web server. Will the Government please provide a copy of this publication?	The complete volume of TDP 85-01 was publicly available at the time the RFP was prepared. It has since been replaced on the Treasury Web site with a summary cover letter. The full document is available for reading and reviewing at the IRS Procurement Office. Please contact the procurement office via email at awss.tce@irs.gov to schedule a review of this document.
366	C	C.3.1.2.5, Screen Personnel	C17 and C18	The RFP states: "The Contractor shall provide personnel security in accordance with TDP 71-10 Chapter II Section 4 (Government Communications System Contractor Employee Personnel Security and Investigations Policy)". Please clarify if DP 71-10 is still valid with respect to this solicitation.	Yes, TDP 71-10 is valid. Reference Question 364.
367	C	C.3.2.5.1, Managed Network Services Reports	C-28	The SOW states that the "mechanism for measuring utilization is provided in Section F." This Contractor was unable to locate this information in Section F. Please clarify the requirements for this mechanism.	Circuit utilization will be determined by industry standard network management tools approved by TCE PMO.

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368	C	C.3.2.5.5, Archive System Events	C-29	This section cites two publications, TD 80-01 & TD 80-05), yet copies of these publications were not included with the RFP and do not appear to be available on the Government's web server. Will the Government please provide copies of these cited publications?	These publications are available for reading and reviewing at the IRS Procurement Office. Please contact the procurement office via email at awss.tce@irs.gov to schedule a review of these documents.
369	C	C.3.2.5.5, Archive System Events	C-29	Can the Government please clarify what it means by the term "on-line media" and the accessibility, access control, and other management constraints of this data.	On-line media refers to industry standard storage media from which data can be retrieved relatively quickly at Government's request.
370	F		Table F-3a	Mean Time to Repair (MTTR): MTTR is inconsistent with Site Availability Categories 2 and 3. MTTR of 4 hours from trouble ticket (TT) opening to trouble ticket closing will exceed the Categories 2 and 3 availability requirements. MTTR is inconsistent with site availability requirements. Recommend deleting MTTR SLA.	MTTR and availability SLAs will be treated separately.
371	F	Table F-4a	F-16	Will the Government consider providing a copy of the "client organization's documented baseline security requirements matrix" during the proposal response period so that the contractor may know exactly what controls are included in the Security Control Compliance performance measure?	Government considers this information sensitive and therefore will be made available only following contract award.
372	F	Table F-4a	F-16	Will the Government consider providing a copy of the "client organization's documented baseline security requirements matrix" during the proposal response period so that the contractor may know exactly what controls are included in the Security Patch Implementation Timeliness performance measure?	Government considers this information sensitive and therefore will be made available only following contract award.
373	IRM 25.10	References	25.10.1.9	6. IRM 2.6, Product Assurance	This document is available for reading and reviewing at the IRS Procurement Office. Please contact the procurement office via email at awss.tce@irs.gov to schedule a review of this document.

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374	Section C.3.1.3.5	1	C-20	AT&T assumes that the Treasury will require a full service e-mail solution that will support all Treasury personnel (approx 160,000) If this assumption is not correct please provide additional information. We would also like to understand the SLA requirements and test methodologies required for the E-mail services	The TCE Contractor shall provide support for existing TCS email relays only. The Contractor shall ensure that the email relays are available 24x7 to forward emails to respective bureau email servers.
375	Section C.3.1.4	1	C-20	Would the following encryption assumptions be sufficient to ensure meeting the program requirements, by category of sites: - Less than 100 IPsec encrypted tunnels per Category 1 sites - Less than 25 IPsec encrypted tunnels per Category 2 sites - Less than 10 IPsec encrypted tunnels per Category 3 Sites If this assumption is not correct can data be provided to ensure we understand the pricing and technology implications?	The Contractor should propose the optimum encryption solution to meet TCE requirements stated in section C.3.1.4.
376	B	Attachment B1, and B2	Category 1 Sites worksheets	In an answer to a previous question, the Government said that the minimum local loop for Category 1 sites is 45 Mbps, which is consistent with Attachment B2. However, Attachment B1 provides for Category 1 line speeds that are usually provisioned over T1s and multiple T1s rather than a 45 Mbps (DS-3) local loop. Is it Treasury's intention that a 1.544 Mbps CLIN (e.g. X001) be provisioned over a DS-3, with router capabilities and IP service provisioned at the DS-3 level?	The CLINS do not reflect site circuit configuration. Circuit requirements for each site should be determined separately as per information provided in Section J.
377	C	C.3.2.4.4, Provide Billing by Bureau	C-27	Will the Government require the Functional Systems Demonstration for all or part of the proposed ordering, billing, management, and trouble ticketing system(s)? If so, please clarify the scope of the demonstration and the expected timeframe of the demonstrations relative to submission of the proposals.	If required, a determination for Functional System Demonstrations will be made following initial evaluation of all proposals. Upon scheduling any demonstrations, the Government will provide a script to facilitate equivalent demonstrations. The Government will allow a minimum of one week notice when scheduling the demonstrations.

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378	C	C.3.3.1.1	C-34	The Government has responded to various questions about LAN equipment listed in Attachment J-4 and the response has been "LAN support is out of the scope of this effort." Can the contractor assume that title to any LAN equipment listed in J-4 will not pass to the contractor and the contractor is not responsible in any way for this equipment?	The Contractor will not be responsible for LAN equipment at any TCE site.
379	F	Table F-3a, Internet Access L	F-6	The Response to Question 206 (in the Question Log), stated that the SLA was amended, however the change page does not reflect any changes. Please clarify the SLA.	The unsatisfactory threshold was amended in the Internet Access Latency SLA.
380	L	TabE – Price Proposal – Price Evaluation Model Delivery Order	L-15	The instructions reference Attachment J-2 for use in developing proposed solutions. Attachment J-2 lists the available bandwidth, but does not give the current utilization of the bandwidth capacity, so there is no way to tell whether the links must be upgraded immediately or some time in the future. Would it be possible to supply the current utilization of the links?	The Contractor should provide the optimum solution based on the information provided. If circuits at any site are required to be upgraded then Government shall order additional bandwidth/circuits as per the CLINS. However, circuits will NOT be upgraded if peak utilization has not been achieved.

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381	C	C.3.1.2.2, Pass Network Certification and Accreditation (C&A)	C-16	The RFP indicates that the Certification and Accreditation is to be performed by "an independent firm to obtain certification and accreditation." As the FISMA, and other Government mandates and regulations, require that a Government official act as the Accreditor of the system, please clarify what is meant by this requirement.	The independent firm will conduct the audit; however, the approval of accreditation is the responsibility of the Government. The Independent firm shall serve as the certification agent for each site in accordance with NIST SP 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems. With regard to the business relationship, the generally accepted practice is that there be no subordinate relationship between the entity serving as the certification agent and those operating and maintaining the system in question. NIST SP 800-37 further states "...the certification agent should be in a position that is independent from the persons directly responsible for the development of the information system and the day-to-day operation of the system...The independence of the certification agent is an important factor in assessing the credibility of the security assessment results..." The vendor should propose an arrangement that is appropriate to the security design being proposed.
382	Amendment 1 Q&A #261			Please clarify that an appropriate certification included in Volume III, Tab D, of our proposal submission is sufficient and that a statement in the cover letter is not required.	The vendor may include the appropriate certification in Volume III, Tab D of their proposal submission <u>or</u> include a statement in the cover letter.
383	Amendment 1 Q&A #206			Table F-3a, Page F-6 of the change page, is highlighted as if a change was made but a word for word comparison shows it's the same wording. Please clarify.	The change was made to the unsatisfactory threshold of the SLA in the far right column. The change was not intended to alter the meaning of the SLA, but simply provided as clarification.

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384	Amendment 1 Q&A #257			The Government did not issue a change page for Page L-6, Section L.8, which states, "The page maximums for Volumes I and II are inclusive of the table of contents, executive summary, charts, graphs, tables, figures, matrices, acronym lists, etc." Will the Government issue a change page? Please clarify.	Reference amended Question 260 above.